

Edward Mountain MSP
Convener of Net Zero, Energy and Transport Committee
By email: netzero.committee@parliament.scot

26th November 2025

Dear Mr Mountain

Public Services Reform (Scottish Water) Order 2026

Thank you for your letter dated 7 November seeking Consumer Scotland's views on changes to paragraph 2 of schedule 3 to the Water Industry (Scotland) Act 2002.

Consumer Scotland is the statutory body for consumers in Scotland. Established by the Consumer Scotland Act 2020 we are accountable to the Scottish Parliament. The Act provides a definition of consumers which includes individual consumers and small businesses that purchase, use or receive products or services.

Our purpose is to improve outcomes for current and future consumers, and our strategic objectives are:

- to enhance understanding and awareness of consumer issues by strengthening the evidence base
- to serve the needs and aspirations of current and future consumers by inspiring and influencing the public, private and third sectors
- to enable the active participation of consumers in a fairer economy by improving access to information and support.

In principle we support the proposal to reduce the number of Scottish Water executive Board members from three to two, on the basis that this should enhance effective scrutiny and accountability.

We note that the current Chief Operating Officer, who is retiring after being a Board member for many years, has extensive experience of leading customer services. It is important that Scottish Water's Board continues to have the expertise to focus on achieving positive consumer outcomes, and actively consider its responsibilities with regards to the Consumer Duty on public bodies.

Consumer Scotland works closely with Scottish Water, and we will continue to encourage and support the development of measures that deliver for consumers.

Please do not hesitate to contact us if you require any further information or clarification.

Yours sincerely

Sam Ghibaldan